



Freedom of Information request 01/FOI/24/2743

We received your request on the 18/07/2024.

Request

You asked us:

Dear British Transport Police,

The information that we require is as follows:-

- 1) Do you use a social media management platform?**
- 2) If so, what tools do you use?**
- 3) What is your annual spend on a Social media management tool?**
- 4) What dates does your contract with your current supplier end (month & year) ?**
- 5) Do you use a social listening / media monitoring platform?**
- 6) If so, what tools do you use?**
- 7) What is your annual spend on a social listening / media monitoring tool?**
- 8) What dates does your contract with your current supplier end (month & year)**
- 9) Who is the senior person responsible for managing these contracts?**

We have handled your request under the Freedom of Information Act (FOIA)

Our response:

Question 1, 2, 3, 4, 5, 6 & 7:

Sprinklr – management and monitoring

Start – 19/10/2023 End – 18/10/2024 Contract Value (ex VAT) - 20,212.50

FCC currently using Hootsuite.

Start – 25/03/2024 End – 24/09/2024 Contract Value (ex VAT) – 2,349.00

Question 8 – Sprinklr October 2024, Hootsuite September 2024

Question 9 - Chief of Staff